

R0079713

Date: 12/13/04

**PURCHASING DEPARTMENT
100 EAST 11TH STREET
CITY HALL ANNEX
RM 200
CHATTANOOGA, TENNESSEE
37402**

REQUEST FOR PROPOSAL

Proposal will be received at this office
100 East 11th Street, CITY HALL ANNEX, Rm. 200
until

01/18/05

Requisition No.: R0079713

Ordering Dept.: Information Services

Buyer: Debbie Talley

Phone No: (423) 757-0643

Items Being Purchased: Provisioning of Long Distance Services

Request for Proposal for The City of Chattanooga, Tennessee

*****REQUEST FOR PROPOSALS MUST BE RECEIVED*****

4:00 PM Local Time on January 18, 2005

The City of Chattanooga reserves the right to reject any
and/or all proposals, waive any informalities in the proposals
received, and to accept any proposal which in its opinion may
be for the best interest of the City.

The City of Chattanooga will be non-discriminatory in the
purchase of all goods and services on the basis of race, color
or national origin.

PLEASE PROVIDE US WITH THE FOLLOWING

Phone/Toll Free No.: _____

Fax No.: _____

E-Mail Address: _____

Contact Person: _____

Employer's ID No.: _____

Requisition Number:

R0079713

Request for Proposal

For

Provisioning of Long Distance Services

For the

City of Chattanooga, Tennessee

Proposal Due Date

January 18, 2005

4:00 P.M., EST



City of Chattanooga

Provisioning of Long Distance Services RFP

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SECTION I - SPECIFICATIONS

Purpose of RFP

The City of Chattanooga, hereinafter referred to as “the City”, is seeking proposals for:

The provisioning of intralata, intrastate, interstate and international long distance telecommunications services for the City of Chattanooga. These Interexchange Carrier (IXC) services will be provided to multiple sites and will include a small amount of toll free services. Additionally, the vendor may be asked to provide calling card services and conference calling services to the City. The City would also need to have the option to use verifiable accounting or access codes on some accounts. The City of Chattanooga, uses only switched long distance service. Our long distance call volume does not justify any dedicated long distance access circuits (19,000 minutes per month average). The City has approximately 200 business lines, 550 Centrex extensions and 5,300 DID numbers. The majority of our PBX sites send the user's DID on outbound calls. The Police Services Center PBX sends out the billing ID of the PRI circuit, on most outbound calls.

Vendors are encouraged to include information on other communications services they can offer and make recommendations on how the City of Chattanooga can improve its provisioning of long distance services, i.e. cost savings opportunities, more management control of employee long distance access, etc.

In support of these telecommunications services, the vendor shall provide the following:

1. The vendor shall provide one Master account for summary information and multiple sub-accounts based on City billing organizations. The vendor shall furnish detailed billing information to include detailed call record information on all calls placed from the various City of Chattanooga government premise locations. This includes detailed call records on calls received by the City through any City owned toll free services. The vendor's detailed billing information shall be capable of being sorted by premise location, time/date of call, call duration, billed amount per call and type service. The City also requires the inclusion of Department and/or Division Billing ID codes at the service account level of its long distance service invoicing. The invoice information shall be provided via paper and an electronic format (comma-delimited data file with a file layout or description and an invoice image) either via FTP directly to a server or via a CD Rom that is compatible with a Windows 2000/XP-operating environment. Access to a vendor provided website for invoice and call detail look up is also desirable.
2. If necessary, the vendor shall provide software to allow manipulation of the detailed call records and generation of various telecommunication management reports. In its proposal the vendor shall indicate its ability to meet this requirement and specify the type of software it would supply. The vendor shall, also provide a descriptive summary of capabilities for the telecommunications software it would provide.
3. The vendor shall indicate its ability to provide repair services on a 24 hour a day, seven day a week basis. The City would prefer that the vendor have a local, Chattanooga area (within a 30 mile radius) based account team assigned to the City's account. However, if that is not possible, the City requires a remote representative assigned to the City's account. City IS Telecom personnel should have a direct extension number and/or toll free number and email access to this individual. On-going customer support is critical. The City reserves the right to terminate any carrier's contract based on habitual, documented customer support failures. The City expects a response to support related issues within 1 to 2 business days. The Vendor shall also provide escalation procedures should the City have a need to escalate a situation. As a backup to the dedicated representative, the Vendor will also have a customer service center that provides account assistance and could process new service requests. The vendor's calling card, toll free

and conference calling services shall be accessible nationwide.

These services will be provided under the following terms:

1. The contract shall be for a term of 3 years (36 months), with an option to renew for 2 additional 1-year terms, starting from the date of acceptance by the City of Chattanooga (the final award of the proposal and contract will be made by the Chattanooga City Council). The City shall have the right at any time during the contract period, with a minimum 30-day written notification to cancel this contract for documented lack of support or service related issues without any financial penalties.
2. The vendor shall be responsible for implementing the conversion of services from the City's current carrier to the vendor's services. The City will provide the vendor with a Letter of Agency within 7 working days of proposal acceptance.
3. The Vendor shall have all services specified herein available for the City's use no later than 45 days after contract execution.

Vendors shall provide in their proposal the following information:

1. The vendor shall indicate if they own the facilities that will be used in the provisioning of their services or are reselling the facilities of another Interexchange Carrier (IXC). If the facilities through which the services are being provided are to be provided by another IXC, the vendor shall indicate the IXC providing the facilities and the vendor's relationship with that carrier.
2. A detailed breakdown of costs associated with the transition of the City from its current Interexchange (IXC) to the vendor's services. The vendor shall show both the one-time and monthly recurring costs. If any of these costs will be waived, vendor should indicate this in the cost portion of their proposal.
3. The vendor shall provide in their cost proposal detailed information on the rate plan/tariff that is being bid for this proposal. This detailed information shall include, but is not limited to, monthly recurring charges, fees, non-usage charges, the billing increment vendor will use in determining call length, rate periods the vendor uses and modifying conditions/terms to this rate plan/tariff. In addition, the vendor shall identify any surcharges associated with the usage of their services (please complete chart in Appendix A and include with RFP response).
4. Detailed explanation of how vendor applies the Federal Universal Service Fee and/or National Access Fee for regular business lines, Centrex/Essx service extensions and/or NARS and multiple access dedicated trunks terminated on T1 and/or PRI circuits and DID numbers as well as the amounts charged for these access types.
5. In addition, the vendor shall provide in their proposal information showing the cost of representative calls to various locations and the applicable FSUF or other monthly fees for each access service type listed in Appendix A. Appendix A also provides a sample of a typical 30 days worth of the City's long distance usage. This information is provided to assist vendors in preparation of proposals. The data contained in Appendix A is historical data and shall in no way be construed to be a guarantee of the City's future calling volume or patterns.
6. The vendor in their proposal shall discuss the measures they have taken to prevent service outages within their network along with information on repair escalation procedures.
7. The vendor shall also include in their proposal their procedures on processing and applying state and local tax-exempt status to services provided.

Vendors shall provide a brief description of their organization to include:

- Size of the organization
- Number of years in business
- Names and contact numbers of staff to be devoted to account.
- Resumes of each key staff member that will be devoted to account.
- A client contact list containing at least four (4) current users of the proposed services and (2) previous users. Clients of the same size as the City and with similar long distance usage would be preferable.
- Ability to provide future benefits through on going research and development.
- General information on other types of products and services available through their company.

The City of Chattanooga reserves the right to reject any proposal that does not address all items specified in the above Purpose of RFP description.

SECTION II – ADMINISTRATIVE AND CONTRACTUAL INFORMATION

Inquiries

Questions concerning this RFP must be submitted in writing by December 29, 2005 to the attention of:

Debbie Talley
Purchasing Agent
City of Chattanooga
Room 200, City Hall Annex
100 East 11th Street
Chattanooga, TN 37402

FAX: (423) 757-7201
Email: talley_deb@mail.chattanooga.gov

The questions and answers will then be forwarded to all interested parties.

Exceptions to RFP Specifications

This RFP is intended to describe the City's minimum requirements and response format in sufficient detail to secure comparable proposals. However, vendors are not precluded from submitting proposals that differ from the described specifications. Any exceptions to specifications should be clearly noted and will be considered as they apply to the overall interest of the City.

Implied Requirements

All products and services not specifically mentioned in this RFP, but which are necessary to provide the functional capabilities described by the vendor, must be included in the proposal.

Vendor Supplied Materials

Any material submitted by a vendor shall become the property of the City unless otherwise requested at the time of submission. Any material considered confidential in nature must be so marked.

Issuing Office

This RFP shall be governed by the laws of the State of Tennessee, and is issued for the City by the Purchasing Division of the Finance Department.

Rejection of Proposals

The City reserves the right to reject any and all proposals resulting from this RFP.

Incurring Costs

The City is not liable for any cost incurred by vendors prior to the issuance of a purchase agreement for long distance services and will not pay for information solicited or obtained.

Vendor's Proposals

Vendors must submit a response to this RFP in writing and electronically. The electronic format must be in MS Word or PDF and issued on a CD. The City reserves the right to reject any proposals that do not follow the format outlined in this RFP. Each proposal must be submitted with an original and one (1) copy to the issuing office.

Economy of Preparation

Proposals must be prepared simply and economically. They should provide a straightforward and concise description of the capabilities of the services proposed. Colorful bindings, displays, promotional materials, etc. are not desired. Emphasis should be placed on clarity and content. Lengthy proposals may be viewed as attempts to confuse issues and may be rejected.

Conditions of Agreement

The City desires to contract with a single vendor for long distance service and support. However, the city reserves the right to evaluate each vendor proposal on its own standard of performance. The City reserves the right to award the contract to any one vendor or a combination of vendors.

Proposals submitted must be binding for not less than one hundred twenty (120) days after the date received. The City will select the proposal, or combination of proposals, that, in its opinion, is in the best interest of the City. The City reserves the right to reject any and all proposals or portions of a proposal. The City also reserves the right to waive minor technicalities in the proposal. The City not only reserves the right at the sole discretion of the City to reject any and all proposals and to waive technicalities, but also reserves the right of evaluation and the right to determine the methodology for evaluation of the proposals to determine which is the best proposal and to accept the proposal (or proposals) deemed to be in the best interest of the City, i.e., the most qualified proposal will not necessarily be the proposal with the lowest cost. Further, the City reserves the right to accept a proposal (or proposals) for any or all items separately or together.

The final award of the proposal and contract will be made by the Chattanooga City Council.

The successful vendor will be expected to enter into contract negotiations with the City that will result in a formal purchase agreement between the parties.

SECTION III – RFP LIFE CYCLE

Introduction

The purpose of this section is to inform prospective vendors of the process that will take place as a result of this RFP. The information contained herein discloses all details about dates, times, and places as they pertain to this RFP.

Response Date

Sealed proposals to be considered must arrive at the issuing office on or before the date and time specified on the cover letter of this RFP.

Initial Screening

The initial screening of submitted proposals will occur as soon as practical following the opening. The initial screening process will involve evaluating all proposals for completeness, conformity, clarity, and compliance to all the RFP requirements. Proposals not meeting minimum requirements will be rejected and dropped from further consideration.

Oral Presentation

Vendors submitting a proposal that passes initial screening may be invited to make an oral presentation of their proposal to the City. Invitations will be given solely at the initiative of the City for any purpose the City deems necessary. Such presentations provide an opportunity for the vendor to clarify their proposal and ensure that a thorough, mutual understanding exists. Oral presentations are not mandatory, but may be requested by the City as an option. These conferences may be conducted by telephone or teleconference.

Final Evaluation

After all requested oral presentations and product demonstrations have been completed, the final evaluation will begin. In the final evaluation, the proposals submitted by the vendors are reviewed and a recommendation made for the proposal considered to best satisfy the requirements.

Proposal Acceptance

After the final evaluation, the chosen vendor will be notified and contract discussion and negotiation between the City and the selected vendor will begin. The content of this RFP and the successful vendor's proposal will become an integral part of the contract, but may be modified by provision of the contract. Vendors are requested to submit current contract forms with their proposal for review by the City.

The final award of the proposal or contract will be made by the Chattanooga City Council.

APPENDIX A

Provide Your Fees and Rates:

Description – Monthly Recurring	Costs
Centrex/Essx Extension-Federal access charge	
Direct Inward Dial (DID) number-Federal access charge	
Business Lines-Federal access charge	
Centrex/Essx Extension-Regulatory program fee	
Direct Inward Dial (DID) number-Regulatory program fee	
Federal Interstate/International Universal service fee	
Electronic Invoice Fee	
Account Maintenance Fee	
Product Fee	
Other Monthly Recurring Fees (please specify)	
Monthly Recurring Account Credit/Discount (please specify)	
Interstate Call per minute rate	
Intrastate Call per minute rate	
IntraLata Call per minute rate	
Toll Free per minute rate	
Calling card per minute rate	
Calling card surcharge	
One-Time Carrier PIC change charge (per number)	

City of Chattanooga Typical Usage and Calling Patterns

This data represents a typical month of usage and calling pattern for the City. Ninety percent of the City's long distance calls are placed during regular business hours (7:30 am until 6:00 pm). This is historical data and shall in no way be construed to be a guarantee of the City's future calling volume or patterns.

DESCRIPTION	MINUTES
Switched Access	
Intrastate	2,460
Interstate	15,200
International DDD	480
Directory Assistance (local and long distance)	60(calls)
Toll Free	
Inbound Calls	680
Card Access	
Intra/interstate	190

Price the following calls, based on your recommended rate plan:

From	To	Call Length (Minutes)	Amount
(423) 757	(304) 299	3.1	
(423) 757	(615) 741	2.0	
(423) 757	(303) 758	7.2	
(423) 757	(240) 646	1.3	

Affirmative Action Plan

The City of Chattanooga is an equal opportunity employer and during the performance of this Contract, the Contractor agrees to abide by the equal opportunity goals of the City of Chattanooga as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or handicap. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, national origin, or handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay, or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin, or handicap.
3. The Contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. In all materials and equipment contracts or subcontracts in excess of \$10,000 to be performed for the City of Chattanooga, any contractor and/or subcontractor is further required to file in duplicate within ten (10) days of being notified that it is the lowest responsible bidder, an affirmative action plan with the City's Equal Employment Opportunity/Title VI Compliance Officer. This plan shall state the Contractor's goals for minority and women utilization as a percentage of the work force on this project.
5. This Plan or any attachments thereto shall further provide a list of all employees annotated by job function, race, and sex who are expected to be utilized on this project. This plan or attachment thereto shall further describe the methods by which the Contractor or Subcontractor will utilize to make good faith efforts at providing employment opportunities for minorities and women.

During the term of this contract, the Contractor upon request of the City, will make available for inspection by the City of Chattanooga copies of payroll records, personnel documents and similar records or documents that may be used to verify the Contractor's compliance with these Equal Opportunity provisions.

6. The Contractor will include the portion of the sentence immediately preceding paragraph 1 and the provisions of paragraphs 1 through 6 in every subcontract so that such provisions will be requested of each subcontractor. The Contractor agrees to notify the City of Chattanooga of any subcontractor who refuses or fails to comply with these equal opportunity provisions. Any failure or refusal to comply with these provisions the contractor and/or subcontractor shall be a breach of this contract.

(Signature of Contractor)

(Title and Name of Company)

(Date)